

Questions/Comments

After the presentation, the Treasurer's Office opened the meeting up to questions, which are below listed.

Does anyone remember any of the questions? The audio recordings did not capture the questions. If we cannot remember the questions, I will scratch out this section.

The following set of questions was submitted to the Treasurer's Office by various vendors through email exchange in order in which they were received:

- You've shared revenue associated with the 9700 meters, are you willing to share what the associated costs are for operating & enforcing those existing meters?

Answer: Currently meter operations costs approximately **NUMBER**. Enforcement is a fixed cost that is reconciled by the Treasurer's Office.

- What are the biggest issues with your current footprint that you are trying to solve?

Answer: There are several issues, but some of the most important ones are effective and efficient management of meters, and making sense of where the operation can be scaled back based on historical performance of meters.

- Can you share the breakdown of the citations issued by type and revenue?

Answer: *To be provided by Carl via Quinton*

- What impact on enforcement efficiency/productivity are you targeting with the new systems?

Answer: Although we do not enforce any quota or have a fixed metric set, our goal is the increase productivity that is not overly aggressive or harsh to the public.

- You indicated the need for supporting demand based pricing. How do you envision measuring parking space demand to get the data needed to support dynamic or demand based pricing?

Answer: The goal here is to have equipment that is capable of supporting dynamic or demand based pricing. Down the line we want the vendor to help us develop standards and guidelines for implementing demand, event, or dynamic policy.

- What is the exact model number of the current Duncan meters? i.e. Duncan Eagle 2000, Duncan 70 or Duncan 90.

Answer: *To be provided by Carl via Rick Calvin*

- On average it seems as though gross revenue per meter is less than \$30 per month. Can you provide an overview of collections by meters or block?

Answer: *Zone information. Who is going to provide zone information?*

- Will the presentation you used at the meeting today be made available on the website?

Answer: Yes. A link to the presentation is on the Integrated Parking Technology RFP Pre-Proposal Conference homepage.

- Will the trial include mobile phone and smart card payment?

Answer: Yes. However, the specific terms of the pilot will be negotiated and worked out. As stated in the RFP all payment methods will be implemented with the existing system.

- Will the trial include a marketing program for the City provided by the shortlisted vendors?

Answer: During Phase II pilot trials marketing will not be required, but once a vendor has been selected the recommended marketing plan will commence subject to the Treasurer's Office approval.

- Is the vendor responsible for coin collection during the trial period?

Answer: *Tishaura input needed.*

- Is the vendor responsible for fielding customer complaints during the trial period?

Answer: Yes.

- Is the vendor responsible for providing live operations 24/7 during the trial period?

Answer: No

- How many citation requests appealed annually?

Answer: Less than 1%

- Will the citation management team (vendor) execute the installation and removal of vehicle immobilizer boots?

Answer: Yes.

- Is the existing violation payment office available for use during or after the contract is awarded? What is the cost?

Answer: The current tenant is provided the building below market rate. The arrangement is subject to negotiation.

- Will security for the violation payment office be an expense to the vendor?

Answer: We do not staff security at the Parking Violations Bureau.

- What is your current staffing model for the violation payment office?

Answer: *Carl will answer via Quinton*

- Do we schedule a tour of the Parking Violations Bureau if we would like to visit the operation?

Answer: No, this is not necessary.

- Would the city consider extending the scheduled proposal due date to December 6th to accommodate for the upcoming holiday?

Answer: No.

- Can you please provide a map of the current parking meter locations?

Answer: *Jared to get graphic from Don Roe*

- Please provide a list of all existing meter equipment including collection carts, cans, spare mechanisms?

Answer: *Carl to provide via Rick Calvin*

- How often are meters collected?

Answer: Every 48 hours.

- Is there a designated bank account that revenues are deposited into?

Answer: Yes, it is a Treasurer's Office managed account.

- How many PEO's will be issuing parking tickets?

Answer: Approximately 31.

- Can you please provide the current parking violations rate?

Answer: Jared will provide costs for PVB

- Duncan Solutions – Is the city under a separate contract with Duncan? If so, what is the term date?

Answer: Subject to negotiation.

- Please provide a copy of the existing contract with Duncan?

Answer: See attached documents title "Duncan Contract" Carl to furnish contract.

- Please provide a copy of the existing contract with Xerox/ACS?

Answer: See attached document titled, "Xerox/ACS Contract." Carl furnish contract.

- Please outline the detailed scope of services that Duncan provides to the City?

Answer: See contract.

- Please explain the exact scope of services that the proposer will be responsible to do for the on-street operations including meter collections, maintenance, meter management, enforcement and any other service required.

Answer: Refer to Section 2 of the RFP.

- How many ticket issuance devices are being requested?

Answer: Approximately 30 – 40.

- What types of permit management is the city requesting, residential or just permit zones?

Answer: Both.

- How many citations receive a first overdue notice?

Answer: Carl to provide this information via Quinton.

- How many citations receive a second overdue notice?

Answer: Carl to provide this information via Quinton.

- What is the average citation fine amount?

Answer: Carl to provide this information via Quinton.

- Who will be reviewing and controlling this equipment on a daily basis?

Answer: Employees of the Treasurer's Office.

- How is the city going to ensure that our test equipment would be under honest operating conditions when our potential competition are the ones that will be overseeing day-to-day operations?

Answer: Tishaura's input needed.

- Are we to assume that Duncan/ACS is not bidding on this project?

Answer: This is not a safe assumption; both vendors are welcome to bid.

- Please define dynamic and demand-based pricing?

Answer: Please Google each term.

- Is there an existing smart card that the city would like to continue utilizing, or are they open to exploring a smart card that is proposed by a responding vendor?

Answer: No.

- Will there be a requirement for meters in the off-street portion of the scope of service?

Answer: No.

- Will the LPR technology also be used to verify on-street parking paid at the pay stations?

Answer: No.

- POI Schedule – in order to best provide an ROI, vendor will require additional information. Please confirm this is desired and supply with rate structure, occupancy, stats, hours of operation, existing costs surrounding maintenance labor, collection labor, replacement of out of warranty parts/equipment.

Answer: Carl to provide via Quinton.

- Please confirm if power will be accessible to trial sites or if solar power will be required. Please state if there is an existing cellular provider for the STLTO that would be preferred, or if any cellular company can be proposed.

Answer: Solar or battery operated units are preferred. We do not have a preference for cellular companies.

- Please state if specific multi-lingual languages requested and what they are.

Answer: English, Spanish, and Bosnian.

- Please clarify if “industry standard protocols to ensure data security” include both PCI and PA-DSS validations.

Answer: Tishaura’s input.

- Please confirm if both coin and bill acceptance is desired.

Answer: We are open to all payment methods including coin and bills, particularly in high volume areas.

- Please confirm who will maintain, service, and collect the parking meters during the trial period. If it is not the City, will the designee be responsible for the care and custody of the parking meters?

Answer: A special administrative taskforce set up by the Treasurer’s Office will maintain equipment. Vendors will be notified if problems ensue.

- Who will evaluate the success of the field trial? What criteria will be used to rate the success of the field trial?

Answer: The Treasurer's Office will evaluate field trials along with citizen feedback, as outlined in the RFP.

- If the incumbent operator is part of the review process, will they be excluded from bidding on the project as it may pose a conflict of interest.

Answer: The incumbent vendor does not have a role in the review process.

- Who is the City's credit card processor of choice?

Answer: The Treasurer's Office is currently closing on a processing agreement with Chase Bank.

- Please provide more information on the Xerox/ACS ETIMS System including a technical contact name for Xerox/ACS.

Answer: Carl to provide via Quinton

- What level of cooperation will the City require Xerox/ACS to have with the bidders' team during the trial period?

Answer: Xerox/ACS is contractually obligated to process tickets. If there are any problems with the system, please contact the Parking Administrator (Carl Phillips).

- Will the City consider giving more time from the date the test vendors are selected to pilot start date since manufacturing, training, installation all have to be completed in less than 30 days.

Answer: This is negotiable, but vendors should start planning now to be ready should they be selected to conduct a trial.

- Please confirm that 14.iii is discussing after the final award and city wide rollout of system. Assumed that this is not regarding the trial and trial products?

Answer: Yes, this is in reference to after the trial.